

Contact Phone Numbers for Vendor Help Desks

Alexandria (Companion Corp.) - <http://www.goalexandria.com/saisd/>

1-800-347-6439 or 1-800-349-4742

Mitinet's MARCWizard, MARC Professional (Gumdrop) - <http://www.mitinet.com>

1-800-824-6272

K-12 Database Program (ESC XX) - <http://esc20.net/k12databases/>

Products include: EBSCO and Encyclopedia Britannica

210-370-5623 - k12help@esc20.net

Other ESC 20 Products - <http://esc20.net/>

Product includes: Discovery Education

210-370-5623 - k12help@esc20.net

SAISD HelpDesk - <http://www.saisd.net/ADMIN/newtech/ATS/helpdesk/index.shtml>

210-244-2999 - FAX #: 228-3198 - Email: helpdesk@saisd.net

ADDITIONAL TECHNICAL SUPPORT INFORMATION for Online Resources Purchased through ESC20:

- K-12 Database Program Help Desk 210-370-5623
- EBSCO - <http://support.epnet.com/contact/> or 1-800-758-5995
- Encyclopedia Britannica - 1-800-323-1229 or <http://forms01.britannica.com/help/helpform2.html>
- World Book OnLine - http://www.worldbookonline.com/wb/subscribe/contact?technical_support
or
help@worldbook.com
- Discovery Education - Laura Alfaro, District Administrator, lalfaro@saisd.net, or 1-800-323-9084
or go to <http://www.discoveryeducation.com/contact-us/>
to complete the email form on the Discovery Ed site.
- Facts On File1- 1-800-322-8755 ext. 4230 or email at support@factsonfile.com